



troubleshooting

GUIDE FOR

DS200

voting machine

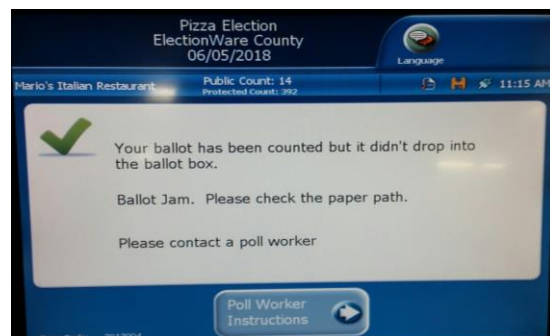
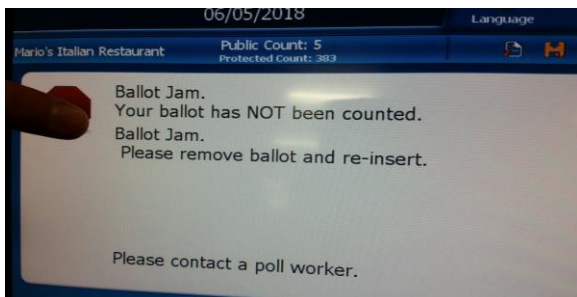
IF YOU HAVE A JAM

If you should encounter a paper jam, please call the Board of Elections before you try to remedy the situation.

We will walk you through the steps outlined in this guide as well as answer any questions you may have.

1/2016

OVERVIEW



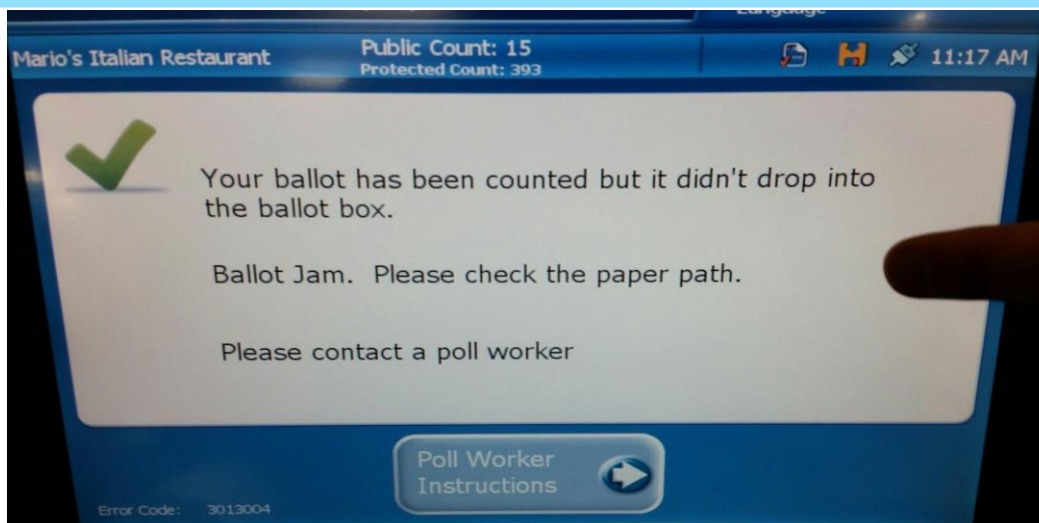
When there is a jam, you will hear a beeping sound.

There are two types of jams. Which one do you have?

To determine, look at the message that appears on the screen

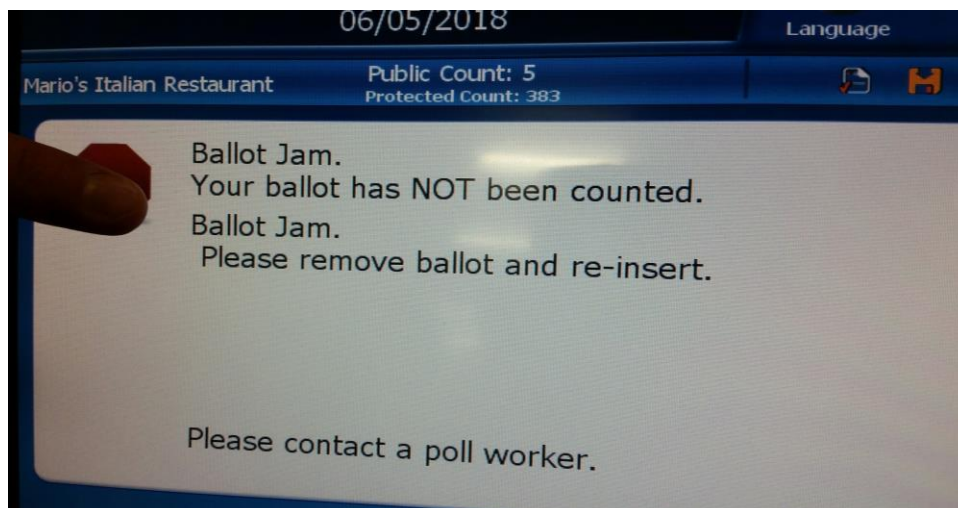
This information will help Board of Elections staff determine the appropriate procedure for you to follow

BALLOT COUNTED BUT....



In this type of Paper Jam, the ballot actually got past the scanner, so it counted the votes, but the ballot itself was hindered from dropping into the ballot bin.

BALLOT NOT COUNTED...



In this type of Paper Jam, the ballot did not get past the scanner, so no votes were counted. For the ballot to be cast, the jam would have to be cleared, and a new ballot issued

CLEARING THE JAM

Regardless of whether the jammed ballot was counted or not, the DS200 will not function unless the jam is cleared.

The following will walk you through the steps in clearing the jam

TAKE YOUR SILVER KEY



- On the right side of the monitor is a key lock



- Unlock it

RELEASING THE SCANNER

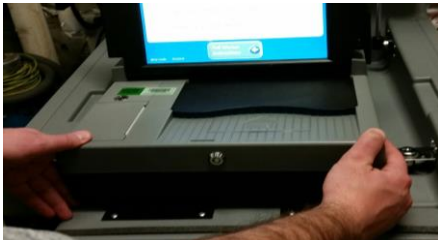


- Once the unit is unlocked, you can access the DS200's scanner to release it



- Pull down the part of the machine that is in front of the monitor

SCANNER RELEASED



- Carefully slide the scanner forward using two hands to prevent breakage of the feet
- **BE SURE NOT TO MOVE IT TOO FAR FORWARD**
- The jammed ballot can be seen behind the scanner

If your Jam message indicated the ballot was 'NOT COUNTED' be careful not to allow the ballot to fall into the ballot container you are using

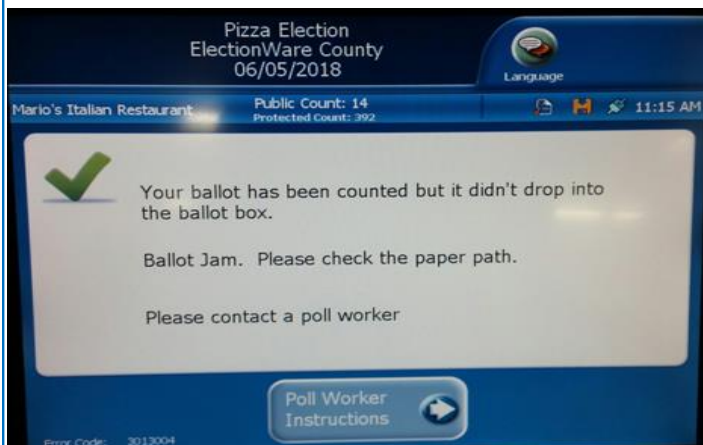
REMOVING THE COUNTED BALLOT

THE COUNTED BALLOT



- Carefully remove the ballot and slide it down into the bin
- **REMEMBER, this ballot was already counted therefore it does not need to be rescanned.**

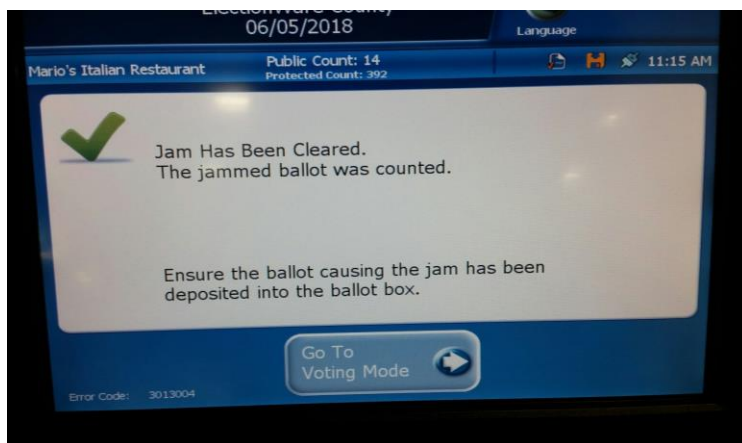
JAMMED BALLOT REMOVED



Once the jammed ballot is removed, you will click on the prompt that says **“Poll Worker Instructions”**

The beeping sound will now end and a new screen will appear

DS200 ALMOST READY FOR VOTING

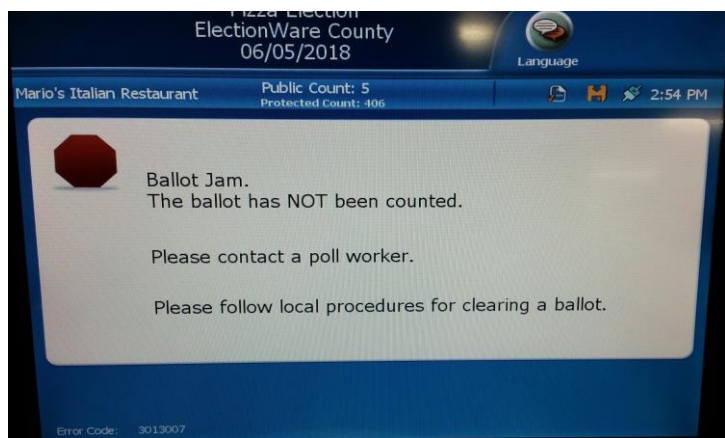


•After Clicking on “Poll Worker Instructions” this screen, indicating that your jam has been cleared, appears

•Please click on **“Go To Voting Mode”**

**REMOVING THE BALLOT THAT
WAS NOT COUNTED**

JAMMED BALLOT



The jammed ballot did not pass through the scanner and therefore not counted. The jammed ballot must be removed.

Follow the instructions on the next page

BALLOT 'NOT' COUNTED



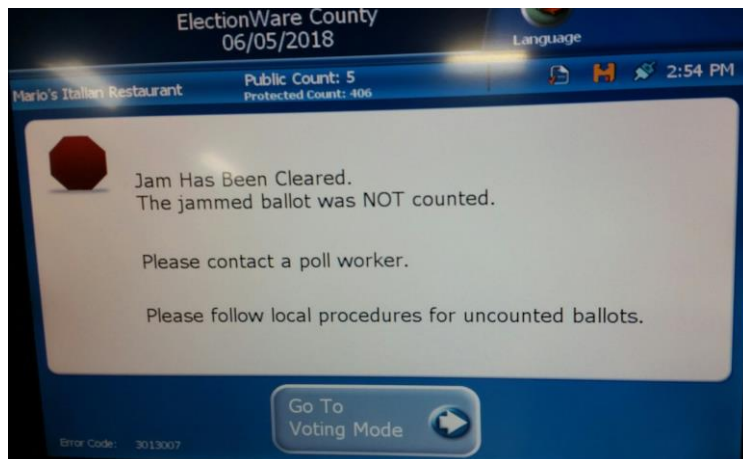
Carefully remove the ballot and if badly creased, have the voter 'SPOIL' it. If not, the voter can re-insert the ballot

Give the voter a new ballot.

REMEMBER this ballot did not get scanned therefore none of the votes on the ballot were counted.

In the event the voter has left, please follow your district's or village's procedures for the handling and processing of un-scanned ballots.

DS200 ALMOST READY FOR VOTING



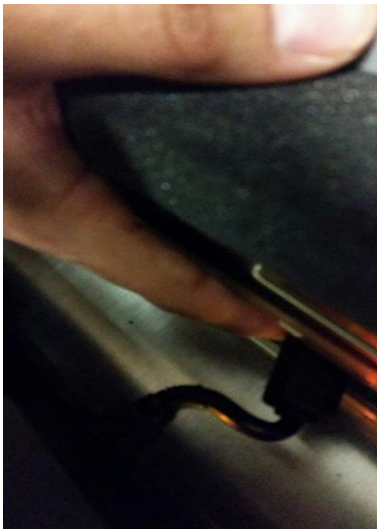
- After the jam has been cleared, this message appears indicating your jam has been cleared, and reminding you the ballot was not counted

- Please click on **“Go To Voting Mode”**

The beeping sound will now end

VOTING ON DS200 RESUMES

PLACING SCANNER



- Take the cord attached to the scanner and tuck it into the back of the machine.
- Ensure that the cord will not constrict ballots from passing through.
- Slide the scanner back into place



SCANNER LOCKED INTO PLACE



With the scanner back in its original place, lift the front of the machine



Using your silver key, lock in the scanner

DS 200 IS NOW READY FOR VOTERS



